

EXTRA INFO. 6/23/03

7/14 (2)
RECEIVED & FILED

DATE June 23 2003

Edward J. Edwards
TOWN CLERK, ACTON

To: Sewer Commissioner, Town of Acton, MA

From: Karen Drake/Dmitri Mosesian - 69/71 School St, Acton

Date: 6/23/03

Re: Petition to re-evaluate water usage

We are formally submitting a petition regarding a re-evaluation of the daily water usage for 69/71 School Street Condo in Acton. We recently discovered that during the winter of 2002, there was a leak in the toilet of 69 School Street, which will greatly affect our billing for next year.

I understand that the sewer bills are actually calculated based on the average water consumption during the previous winter. Thus, right now we are billed based on the daily water consumption calculated from September 2001 to March 2002. This means that starting in July 2003, we will be billed for 743.5 gallons per day, as was the reading with our leak. However, the leak has now been fixed and we are now only using around 300 gallons per day.

From March 21, when the meter was read for the water bill, to June 5, when we read it, our actual water consumption was 4927 cubic feet, which is equivalent to 36860 gallons. Subtracting from this amount the water consumption from April sewer bill (when the leak was not fixed yet) we obtain an approximate amount of 17390 gallons per 45 days, or 386 gallons a day. This is equivalent to 11966 gallons for the month of May, almost half as much as we are billed for.

Obviously, these daily values reflect the water consumption in our system including the leak. I find it inaccurate that for the next 12 months we will be billed for approximately 22305 gallons a month, which is more than twice as high as our actual water usage.

I would like to suggest that the Town of Acton Sewer Department come to our house and take a controlled water meter readings to recalculate the average.

Regards,

Karen Drake and Dmitri Mosesian

978-635-5451

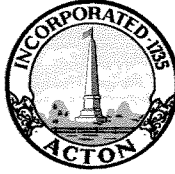
STEVE B.
DOUG H.

YOUR COMMENTS
AND SUGGESTIONS,
PLEASE. I WILL
PLAN TO PUT THIS
ON THE BOARD'S
AGENDA FOR 7/14.

Don

cc: BOS

6/23



INTERDEPARTMENTAL COMMUNICATION

Acton Board of Health - Telephone 978-264-9634 - Fax 978-264-9630

July 7, 2003

TO: Don Johnson, Town Manager

FROM: Doug Halley, Health Director

SUBJECT: Petition to Re-Evaluate Water Usage

The Health Department has received a copy of a letter from Karen Drake & Dmitri Mosesian of 69-71 School Street regarding their request for a re-evaluation of their water usage. Based on our review of their request and our records we would have the following comments:

1. 69-71 School Street had been granted a waiver from Title 5 by the Board of Health and was required to connect to the sewer within 90 days of its availability. The connection was made and completed on April 26, 2002.
2. From April 26, 2002 to May 31, 2002 the sewer use bill was based on Title 5 projections for each property. For the June 2002 bill the water meter readings that were recorded from the September 2001 to the March 2002 period (winter 2001) were utilized and all previous bills were converted from the Title 5 predicted water flows to the actual water usage during the winter of 2001.
3. From July 1, 2002 to June 30, 2003 the sewer use bill was based on water meter readings that were recorded from the September 2001 to the March 2002 period (winter 2001).
4. From July 1, 2003 to June 30, 2003 the sewer use bill will be based on water meter readings that were recorded from the September 2002 to the March 2003 period (winter (2002)).
5. The Sewer Commissioners have previously determined that using the winter water meter readings is the most reflective of actual gallons received at the wastewater treatment plant. Due to that decision customer bills reflect water used in the previous winter period not the usage at the time the bill is received.
6. Ms. Drake & Mr. Mosesian note that the toilet leak at 69 School Street, which was recently discovered, occurred during the winter of 2002. The water discharged into the sewer system due to that toilet leak during that time period has not yet been reflected in the bills the Town has issued to the property.

7. If Ms. Drake & Mr. Mosesian's bill is adjusted to actual water usage for the billing period beginning on July 1st the Town will not be compensated for the actual water discharged during the winter of 2002.
8. The Water District has reviewed their accounts and indicates that the water bills derived from the water meter readings during the period in question have been paid in full without dispute.
9. The Water District states that its their general policy not to adjust bills for water loss due to the actions or inactions taken by the rate payer.

Based on this information the Health Department believes that the owners of 69-71 School Street should document the circumstances regarding the toilet leak detailing the period they believe the leak existed, the reasons why the leak was not discovered and how the leak was ultimately discovered and repaired. With the receipt of that information the Sewer Commissioners can determine to either utilize existing Water District policies in regards to a bill adjustment or to apply a different policy consistent with the goals of the Commissioners.